

J. Malcolm Miller

225 Valley Road ~ Danville, Kentucky ~ 40422-1762

March 24, 2012

Valarie B. Kincaid, Administrator
Thomson-Hood Veterans Center
100 Veterans Drive
Wilmore, Kentucky 40390

Dear Ms. Kincaid,

My father, James M. Miller was a resident at THVC from February 8, 2012 until he died on March 18, 2012. I want you to know that he received exemplary care while he was a resident there. From the day he moved in from the administration all the way to the caregivers the transition was seamless. It is hard to move family members from place to place but the willingness of all involved to help was second to none.

I am Deputy Director of EMS in Boyle County and I have visited many facilities in my career. THVC is at the top of the list. I cannot say it enough that the staff is there to serve and care for the residents. If all facilities had the attitude that they have then there would not be any substandard care anywhere. I was in and out of your facility mostly after business hours and was always greeted positively by the security staff as well.

Dad lived on the Jefferson unit there and the staff on that unit treated him like he was one of their own family members. When the end of his life was approaching they made arrangements for his room to be private and made sure that our needs were met. The cart of drinks and snacks was very generous. They gave us the space we needed but made sure we knew that they were there for us if we needed them. There were a lot of sad faces the day he died. I cannot say enough about how great they were during his short stay there.

I am forwarding a copy of this letter to Commissioner Lucas at the Kentucky Department of Veterans Affairs so that he is also aware of the outstanding care at THVC.

Thank you to all of you at THVC for the job that you do and the care that you give.

Sincerely,



J. Malcolm Miller